



BUILDING STRONG NEIGHBORHOODS COMMITTEE

Executive Summary

August 16, 2004

a. **Semi-Annual Airport Neighborhood Services Group (ANSG) Update-Report (Airport)**

The Committee accepted the Semi-Annual ANSG Report with the direction to include the following information in future reports:

- Breakdown of noise hotline calls
- Percentage of categories that are customer concerns
- An evaluation of flight patterns and to send a copy of the TRACON letter regarding FAA flights to the Council offices
- Analysis of flights that habitually violate the curfew to see what corrective action can be taken
- Information on curfew fines levied and collected and analysis if a pattern of non-payment has been established

b. **Strong Neighborhoods Update (CityManager's Office/San Jose Redevelopment Agency)**

A motion by Councilmember Yeager, seconded by Councilmember Campos was made to accept the Strong Neighborhoods Update and was approved by the Committee.

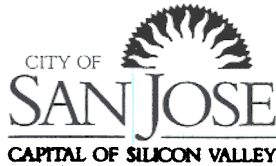
d. **Oral Petitions**

None.

e. **Adjournment**

The meeting adjourned at 2:05 p.m.


Cindy Chavez, Chair
Building Strong Neighborhoods Committee



BUILDING STRONG NEIGHBORHOODS COMMITTEE

Meeting Report
August 16, 2004

PRESENT: Chair Cindy Chavez, Councilmember Ken Yeager, Councilmember Judy Chirco, Councilmember Nora Campos

STAFF: Jim Holgersson and Kirk Pennington, City Manager's Office; John Weis and Kip Harkness, San Jose Redevelopment Agency; Ralph Tonseth and Jim Peterson, Airport; Avo Makdessian, Mayor's Office; Norm Sato, City Attorney's Office

The meeting convened at 1:32 p.m.

a. Semi-Annual Airport Neighborhood Services Group (ANSG) Update-Report (Airport)

Jim Peterson, Airport Deputy Director of the Community Development – Community Relations Division provided the Committee with highlights from the quarterly reports. Some of the items that changed include components of the airport noise, curfew and fines activity; and, noting if no activity had been reported. Activity that leads to successes should also be noted even if it is as simple as sending a letter to the FAA. Staff is looking at different opportunities to provide more targeted communication to the neighbors around the airport. He added that recruitment has begun for a permanent full-time ombudsman to work in the Neighborhood Services Group.

Councilmember Yeager thanked Staff for the changes in the report that were requested and stated there are items that still need to be called out. If there is something we are trying to achieve that does not seem feasible or even if Staff did report certain information that may not be of any use, Staff needs to let the Committee know rather than agreeing. We are not looking totally for agreement. He said noise issues needed to be included in the report along with car rental, concessions and parking concerns. He stated that some of these issues are reported in the monthly noise report, but thought the Committee had requested that information be included in the BSN Committee updated quarterly report from ANSG.

Mr. Peterson clarified that the Airport has many different customers and that the noise report does contain information from the neighbors (customers) in the outlying areas.

Councilmember Yeager stated this information was requested at the last meeting. The Committee focus is on the quarterly reports and if Staff includes the noise issues they will have a better idea of what is happening and would like the report to reflect progress on issues

to get a better sense of what customers are calling about and for Staff do follow up letters. He asked that if the percent ratio of the concessions is 22%, car rental is 14% and parking is 14%, is the remaining 50% the noise related or miscellaneous issues.

Mr. Peterson stated that the data is on the Airport customers and includes only the complaints or comments from customers using the Airport and not community members. Staff takes comments from many categories and has taken the top three to report. Councilmember Yeager said he would like to see anything note worthy with the other 50% included in the report. He asked if any of the data reported related to the hotline. Mr. Peterson replied it did not.

Councilmember Yeager requested the reasons that people are calling and the hotline information be included in the report and discussed the evaluation of flight patterns referencing the first quarter report. He stated the TRACON meeting was referenced but not included. Mr. Peterson gave a brief synopsis of the meeting that included discussion on early turns on departure, maintenance of altitudes, night operations, over flights, S turns and early morning arrivals. He stated TRACON was very receptive and the supervisors that work there attended and were going back to their trainers to discuss re-training for the controllers. He also noted this should have been included in the report. Chairperson Chavez requested City Council receive a copy of the TRACON report.

Councilmember Yeager stated in reviewing the negotiations with the airlines changed flight schedules, almost all of them are compliant with the curfew but the monthly reports show the flights that are habitually late. Reporting at the next meeting on those particular flights and the meeting outcomes would be helpful. He added that the curfew actions on fines being levied received a wonderful response and requested that Staff provide an update on the collections and how they are progressing. Mr. Peterson responded that he did not know the specifics on the curfew collections but would follow up.

Councilmember Yeager stated that Staff should ensure there is not a problem with the airlines refusing to pay and that he appreciated the additional information included in the report. He requested the additional items under discussion today be included in the next report.

Chairperson Chavez requested a timeline on the AMPCO contract and asked why customers not parking in the lot and just passing through are charged a \$1.00 fee. Ralph Tonseth, Airport Director stated the \$1.00 fee was put into effect as a minimum fee with no free pass-through since they had trouble with the rental car companies running their cars through, about 600 per day, so they would not have to go around the lot.

The Committee accepted the report with the direction to include the following information in future reports:

- Breakdown of noise hotline calls
- Percentage of categories that are customer concerns
- An evaluation of flight patterns and to send a copy of the TRACON letter regarding FAA flights to the Council offices

- Analysis of flights that habitually violate the curfew to see what corrective action can be taken
- Information on curfew fines levied and collected and analysis of a pattern if non-payment has been established

b. Strong Neighborhoods Update (City Manager's Office/San Jose Redevelopment Agency)

Jim Holgersson, Deputy City Manager briefed the Committee focusing on the organizational team. The updated Business Plan was included in the packets with all the changes incorporating neighborhood and committee input. Staff is also very close to launching the team that will focus on the Business Plan. The team is restructured including one manager reporting to the CMO and additional frontline staff to get things done. The Neighborhood Development Center (NDC) is in place to support Strong Neighborhoods. The NDC has general funds that will be building Strong Neighborhoods citywide. Staff sees this plan as being very flexible and believes, at this point in time, the structure and team can move forward implementing strong neighborhoods. If six months from now Staff feels changes need to be made, they will be made at that time. He added it is important that Staff keep in perspective that it is not the structure that is critical, in terms of the team, but that the work is getting done and it may need to be done in different ways.

Kip Harkness presented the next steps to the Committee and stated Staff would be implementing about five steps within the next 30 days.

Report to the BSN Committee and to the Council

2. The afternoon of August 16th, the entire team is scheduled to meet and be re-introduced as a single team with the neighborhoods they will be working in.
3. Work with Council offices to determine what teams they will be working with, placing special emphasis on the six neighborhood leads.
4. Each NAC area Lead will be introduced to the new Lead and work together setting expectations.
5. Formal invitation of introductions beginning this month and completed by the end of September.

Councilmember Chirco said she is pleased with the feedback on personal relationships in the neighborhoods. Councilmember Yeager said he liked the changes and appreciates Staff listening, which brought forward a much better plan than was originally presented.

Councilmember Campos added that the calls for community concerns have gone down and this reflects acceptance of a new model. It looks like a great model and Staff will surely have challenges. She said the community needs to remain engaged

and it looks like each district will have a strong team. She is also pleased to hear the NDC would be coming to neighborhoods regardless of SNI boundaries. Mr. Holgersson added that this year to date there are more residents from outside of the SNI area in the training program. Councilmember Campos asked if Dorsa is part of the K.O.N.A. area and included. Mr. Harkness replied that it was.

Councilmember Campos referenced the survey and compared the SNI to the Non-SNI physical changes and wanted to know what exactly was asked for as a response. Mr. Harkness replied that particular survey was the citywide survey and the same question was asked of both the SNI and Non-SNI and was left open for respondents to define and that is what is provided in the report. Councilmember Campos asked how it is being ensured that at some point there is a change in the way people see the SNI.

Mr. Harkness explained that two measurements are being watched 1) work that is being done; for example, the graffiti being eradicated and Code Enforcement with the Vehicle Abatement Program which reflects the outcome of the direct work completed. 2) How the people most involved in the neighborhoods feel about the change. Staff will be conducting surveys within the next couple of months with the NAC leaders to see what perceptions are and if a difference is being made. Councilmember Campos asked when this information would be available. Mr. Harkness replied the hope is to report back in the fall.

Kirk Pennington, QUEST Sr. Executive Analyst added there is a question in the Business Plan that refers to how well the neighborhood has improved in the last two years. The SNI numbers are out front with the numbers in citywide.

Chairperson Chavez stated she appreciates all the work that has been done. This is one area where there was a lot of give and take and the product is better due to this process. Relationships with the communities have been improved. It may have been a painful but creative process. She extended her gratitude to the Committee and recommended using the benchmarks when the quarterly report returns to the Committee.

A motion by Councilmember Yeager seconded by Councilmember Campos was made to accept the Strong Neighborhoods Update and was approved by the Committee.

d. Oral Petitions

None.

e. Adjournment

The meeting adjourned at 2:05 p.m.

Cindy Chavez, Chair
Building Strong Neighborhoods Committee